

ADULT SERVICES
ADULT FINANCIAL SERVICES
220 E. Main Street
560-8600

PURPOSE

To assist adults, age 18 and over, without children, who are having a problem meeting their basic needs on an immediate and/or crisis basis.

SERVICES

- Crisis Intervention Program (CIP): A federal program which provides financial assistance to eligible low-income persons who are experiencing a heating or cooling crisis.
- Emergency Energy Fund (EEF): A local program to assist eligible low-income persons who are experiencing a heating crisis.
- Emergency Assistance (EA): A county program which provides limited financial assistance to eligible low income persons who are experiencing a crisis due to the inability to meet their basic needs, which may include housing, utilities and prescription medications.
- Direct Medical Fund: A program funded by the Triangle United Way to assist eligible persons to obtain needed prescription medications, medicine, medical supplies on a limited basis.
- Burial Fund: A county program to provide limited burial assistance for indigent Durham County residents. This program is limited to opening and closing of the grave or an equivalent amount for cremation.
- Traveler's Aid: Adults, age 18 and over, without children, who are stranded in Durham en route to their destination and do not have the financial means to return to their home city or state may be assisted with the purchase of a ticket for the return trip home.
- DATA or TTA Bus Tickets: Adults, age 18 and over, without children can receive bus tickets if they provide written documentation of a scheduled appointment that is health care related and they do not have Medicaid. If the adult does not have written documentation of the appointment, a worker can call their doctor's office to verify the date and time in order to support eligibility.
- Eye Care Program: A state program funded by the Division of Services for the Blind to provide eye care services to persons with limited income. These services may include a complete eye examination and necessary treatment. Correction of limited vision may be provided by low vision aids, corrective lenses and/or surgery, if recommended.

Glaucoma screenings, follow-up visits, medication for glaucoma and cataract surgery may be provided. These services are available to children and adults.

- Food Pantry: Eligible low-income adults may receive food from the agency's food pantry. Sufficient food to last for two or three days can be provided. Individuals who receive food stamps are not eligible for a food bag. Applicants for the Food Stamp program may receive a food bag while their application is pending.
- Water Hardship: A service that is provided in conjunction with the City of Durham Water Department. Any adult is eligible whose household income is in accordance with guidelines under the Emergency Assistance Program and gets approval for assistance from the Water Department. The eligible adult is only able to get assistance one time per year, and the amount of assistance provided varies due to individual circumstances.

ELIGIBILITY

Services are provided to adults without children, age 18 and over. Some programs may require the adult to be disabled or elderly. For most of the programs, individuals must qualify according to income guidelines. There may be additional eligibility requirements.

APPLICATION

Individuals may come to 220 E. Main Street, Durham, N. C. In cases where it is physically impossible for individuals to come to the office, someone may apply on their behalf with advance notification to the social worker. Regular business hours are 8:15 AM through 5:30 PM, Monday through Friday. In some cases, appointments can be made before 8:15 a.m. Applications can be processed within the same day if the applicant has provided all the required documentation.

REFERRALS

Referrals are made to various agencies.

CONTACT INFORMATION

ACCESS Unit of the Adult Services Division.
(919) 560-8600

RELATED TOPICS: Private Living Medicaid; Food Stamps; Immediate Services

ADULT SERVICES
ADULT GROUP CARE SERVICES
220 E. Main Street
560-8600



PURPOSE

Adult Placement: Assist clients and their family members with placement into Nursing or Adult Care Homes.

Group Care Monitoring: Routinely monitor care being provided in Adult Care and Family Care Homes in Durham County; to investigate complaints; and to assist with establishing of new homes.

Adult Care Home Case Management: Enhanced services are provided to residents who are in need of assistance with toileting, feeding or ambulation/locomotion and to oversee personal care services given to residents in the county's adult care homes.

SERVICES

Adult Placement: Assistance is provided to evaluate if group care placement is necessary by reviewing client's support systems and medical need.

Accompany clients to homes with vacancies to see what home best meets the client's needs.

Assist with the actual placement including helping client to prepare for the move, accompanying client to home at time of placement if there is no appropriate family member who can do so.

Maintain contact with client immediately after placement to assist with the adjustment period.

Group Care Monitoring: Routine monitoring of the homes.

Complaint Investigation within 5 days of receipt.

Development of a Plan of Correction to address deficiencies if found.

Requesting a financial penalty if a resident receives serious harm or is placed in serious risk by the home.

Adult Care Home Case Management: Case management services including assessments, monthly home visits, and home health services as needed.

The Adult Home Specialists provide programs quarterly for Administrators and staff to receive continuing education credits.

ELIGIBILITY

Adult Placement: Service is provided without regard to income to people who have a medical need for placement into an adult care facility.

Group Care Monitoring: Provides oversight to Adult Care Homes and Family Care Homes located in Durham County. Customers include the residents living in Adult care and Family Care Homes as well as the Administrator and staff of the homes.

Adult Care Home Case Management: Provides assistance to any Special Assistance (SA) recipient living in an Adult Care or Family Care Home who needs assistance with ambulation/locomotion or who needs assistance with tasks related to toileting and/or feeding.

See Special Assistance (SA) program information.

APPLICATION

Normal business hours are Monday through Friday from 8:15 AM to 5:30 PM.

Adult Placement: Clients may call or come to the 220 E. Main Street building to apply for services. Original intake takes approximately one hour. Nothing is required for initial contact, however to expedite the process, it would be helpful to provide the following documentation:

Social Security #

Date of birth

Information on family or community support systems.

Medical information from their doctor on Form FL-2.

Financial information to document health insurance, Medicaid, or ability to make cash payments for these services.

Group Care Monitoring: Prospective administrators should make an appointment to see the Adult Home Specialist regarding the opening of a new home. The application process for licensing a new home involves screening, development of a business plan, demonstration of financial stability and development of policies for the home. It may take 3-6 months before a home is licensed by the NC Division of Facility Services.

To make a complaint, call or come to the 220 E. Main Street building to see an Adult Home Specialist. The complaint process requires communication of information about a specific incident or condition.

Adult Care Home Case Management: Usually by telephone contact – 560-8600. Facilities must forward a resident's care plan. Usual processing time is two weeks.

REFERRALS

Adult Placement: Customers are referred to Nursing Homes or Adult Care Homes that may have vacancies.

Group Care Monitoring: State Division of Facility Services, Durham County Health Department, and the Durham Center (Mental Health, Developmental Disabilities, and Substance Abuse).

Adult Care Home Case Management: Medical professionals and/or facilities.

CONTACT INFORMATION

Adult Services (919) 560-8600

RELATED TOPICS: Private Living Medicaid; Long Term Care Medicaid; Special Assistance

**ADULT SERVICES
IN HOME SERVICES**

220 E. Main St.
560-8600

PURPOSE

To provide services which enable clients to remain safely in their homes instead of institutional or residential care.



SERVICES

Home Delivered Meals (Meals on Wheels [MOW]) provides a balanced nutritious meal five days a week.

In-Home Aide Services (IHA) up to 2 hours per day five days per week to help with personal care and instrumental activities of daily living.

Adult Day Care is an organized program of services during the day in a community group setting that enables adults to continue living at home. It includes a variety of activities designed to meet each individual's needs and interests. Transportation service is also available to those attending Adult Day Care if needed. DSS contracts with the Council for Senior Citizens, which currently operates one Adult Care Center. The center is located at 406 Rigsbee Avenue, Durham, NC. The Adult Day Centers operate from 8:30 AM to 4:00 PM, Monday through Friday.

Home Management Services:

Provides education, skill demonstration, and direct assistance to adults in housekeeping, cooking, grocery shopping, household shopping, and bill paying.

Arranges appointments with medical providers, provides transportation to medical appointments, and assists customers with household moves.

Provides follow-up support services to customers in meeting their goals.

Community Alternative Program (CAP) provides a variety of in-home medical services to enable individuals to remain in their own homes instead of moving to a nursing facility. See CAP program information.

An assessment and referral program entitled "Just for Us" is located at J.J. Henderson Towers, Oldham Towers, Forest View Heights, and different sites off Gary Street.

ELIGIBILITY

Durham County citizens who are age 18 and over and disabled; and elderly persons (age 60 and over).

For In-Home Aide Services and Meals On Wheels, eligibility is without regard to income. However, recipients are encouraged to contribute by cost sharing. For In-Home Aide Services (IHA) and the Meals on Wheels (MOW) program, an assessment is completed by a social worker to determine the need for service.

Day Care Service is provided without regard to income. Applicant must be in need of daily supervision or socialization.

Home Management Services require applicant to be currently receiving services from Adult Services and have an assigned social worker.

For CAP, an assessment is completed by a case manager and a registered nurse to determine eligibility. The applicant must qualify for Medicaid. See CAP program information sheet.

APPLICATION

Eligibility is determined at 220 E. Main St. Durham County Department of Social Services is open from 8:15 AM until 5:30 PM, Monday through Friday. To assure enough time to complete application, it is advised to arrive prior to 4:30 PM.

IHA and MOW requests may be called in to the Adult Services Division by telephone at (919) 560-8600. Usual processing time for these requests is 20 minutes.

The application is a two-part process for Adult Day Care. It is recommended that the client and their family first contact the Adult Day Center Director at (919) 682-0215. The Director has an application that needs to be completed by the client's physician. Once it has been determined that client's needs can be met in an adult day setting, the family then needs to contact the Adult Services Placement Social Worker regarding approval by Durham County Department of Social Services. Once the client's physician has completed the required medical form, the processing time is approximately one to two weeks.

Home Management Services requests must be made through the assigned social worker.

CAP applications are taken at Durham County Department of Social Services in the Medicaid office at 300 N. Duke. St. Processing time for the CAP application is dependent on the Medicaid application processing.

REFERRALS

We make referrals to various health agencies and:

Meals on Wheels program

Medical supply stores

Telephone alert services

Volunteer Services Bureau

Council for Senior Citizens

Churches

Presbyterian Urban Ministries

Operation Breakthrough

Hospitals

Doctors offices

If adult day care is not sufficient to meet the customer's needs, the possibility of group care placement may be discussed with the family.

CONTACT INFORMATION

Adult Services 560-8600

RELATED TOPICS: Private Living Medicaid; Long Term Care Medicaid; Community Alternatives Program; Food Stamps

ADULT SERVICES
ADULT PREVENTION AND PROTECTION AND SERVICES
220 E Main St.
560-8600



PURPOSE

Adult Protective Services: To screen and evaluate the need for protection of elderly and disabled adults who are incapacitated and are being abused, neglected or exploited and provide services to those individuals who are in need of protection.

At Risk Case Management: Assist adults who are at-risk of abuse, neglect or exploitation in gaining access to needed medical, social, educational and other services. Includes evaluating, assessing and re-assessing clients' service needs, coordinating delivery of services and monitoring services.

Guardianship Services: Assess the need for guardianship services, petition the court for guardianship, and provide services to those who have been adjudicated incompetent.

Representative Payee Services: To assist individuals unable to manage their disability benefits due to mental or physical disabilities and who are without someone to do so for them.

SERVICES

Adult Protective Services: Evaluate and substantiate referrals of abuse, neglect and exploitation. Develop a protection plan specifying needed services, including in-home services, Meals on Wheels, adult day care, counseling, guardianship, out of home placement and referrals to various community resources. Provision of Protective Services can be for up to one year.

At Risk Case Management: Any service offered in Adult Services if the client is at-risk of abuse, neglect or exploitation and is a Medicaid recipient.

Guardianship Services: Case Management Services, including assessment of the individual's needs, and making the appropriate decisions and referrals.

Payee Services: Management of client's disability benefits to ensure they have shelter, food, clothing and that other needs are met.

ELIGIBILITY

Adult Protective Services: Any disabled adults (over 18) and emancipated minors (16+) who are incapacitated, alleged to be abused, neglected or exploited by self or caretaker, who are without a willing, able and responsible person to provide or obtain necessary services, and in need of protection. This service is available without regard to income.

At Risk Case Management: Medicaid recipients who are adults (18 and over) and emancipated minors (16+) and are at-risk of abuse, neglect or exploitation.

Guardianship Services: Any adult (18 and over) and emancipated minors (16+) whom the court has adjudicated incompetent and has appointed the Director of Durham County Department of Social Services as legal guardian. An affidavit from a medical doctor or psychiatrist stating the reasons the person is incompetent must be provided to begin the guardianship process. Assessments by other professionals may be needed, such as social workers, nurses, occupational or physical therapists or other types of therapists.

Payee Services: Disabled adults who need payee services and are without anyone to assist them with managing their financial obligations. A physician's statement of inability to manage their funds is needed and no one to assist them with managing their financial obligations.

APPLICATION

Individuals may make an office visit to 220 E. Main Street or may telephone (919) 560-8600. Usual business hours are Monday through Friday from 8:15 PM -5:30 PM. Emergency reports for Adult Protective Services can also be made on a 24-hour basis by calling 911. Nothing is required for initial contact.

Adult Protective Services: Anyone who has concerns about an individual can report. Those who do report should present information that states why they are concerned that the adult is being abused, neglected or exploited. The reporter can remain anonymous. Average processing times are: (1) Screening- same day of report, (2) Evaluations- from one to 30 days

At Risk Case Management: Eligibility for services is determined by conducting an At Risk Case Management assessment. Social Workers assess clients who receive Medicaid to determine eligibility. Processing time is one - two weeks.

Guardianship Services: To expedite the process, it would be helpful to provide the following: Physician's affidavit and any other information pertinent to the individual's situation or condition. Processing time is two – four weeks.

Payee Services: Individuals or the Social Security Administration may refer someone for these services. Documentation of need for payee services is necessary. Average processing time is 30 days.

REFERRALS

We make referrals to many agencies. The most frequent referrals are made to:

Hospitals

Health clinics

Aging services

Law enforcement

Legal services

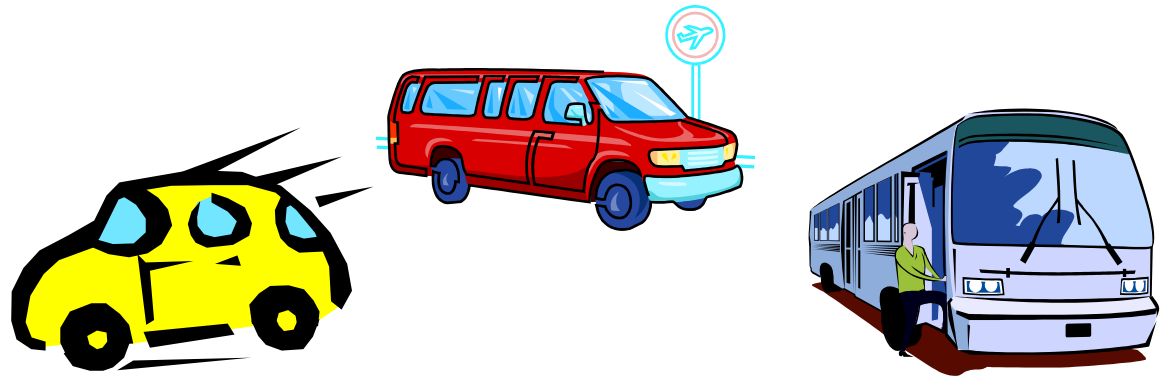
Housing agencies

CONTACT INFORMATION

Adult Services (919) 560-8600

RELATED TOPICS: Private Living Medicaid; Long Term Care Medicaid; Special Assistance; Food Stamps

ADULT SERVICES
Adult Transportation Services
220 E. Main Street
560-8637 or 560-8600



PURPOSE

To provide transportation to medical appointments for disabled or elderly adults who receive full Medicaid benefits and/or Medicare. The primary focus is to enable individuals who are without other means of transportation, to get to their medical appointments. Provides assistance in applying for Medicaid and Medicare programs.

See *DATA* or *TTA Bus Ticket* information under *Financial Services*

SERVICES

Transportation to and from medical appointments within the Triangle area.

See *DATA* or *TTA Bus Ticket* information under *Financial Services*

ELIGIBILITY

Elderly or Disabled adults (individuals age 18 and over) who receive full Medicaid benefits and/or Medicare benefits.

APPLICATION

- Apply for services at 220 E Main St. or call 560-8600.
- Customer must also complete one time registration at least three days in advance by calling (919)560-8600.
- After registering, the customer must call (919) 560-8600 two days in advance of the appointment.

Hours of operation are from 8:15 AM to 5:30 PM, Monday through Friday. Individuals may refer themselves or be referred by other agencies. Information that will be helpful in completing the application include: birth certificate, social security number, and income information.

To insure availability, a minimum of two days request in advance is preferred for scheduling the transportation.

CONTACT INFORMATION

Transportation Coordinator (919)560-8600.

RELATED TOPICS: Private Living Medicaid; Long Term Care Medicaid; Food Stamps